



DTI DHR ServiceNow Instructions to

Offboarding a Worker for IT Products and Services

1. Log into ServiceNow

Type this URL: <https://delaware.service-now.com> into your CHROME or EDGE browser.

Once completed, you will see on the right-hand side of the screen where you can input your user ID and password. Your screen should look similar to the one below:

State of Delaware

Sign in with your organizational account

<input type="text" value="someone@example.com"/>	
<input type="password" value="Password"/>	

Sign in

2. On the left Nav type – “DHR” within the filter navigator search

A screenshot of the ServiceNow filter navigator search bar. The search bar is dark blue with a white funnel icon on the left and a white 'X' icon on the right. The text "dhr" is entered in the search bar. Below the search bar, there are three icons: a folder, a star, and a clock.

3. From the selections presented, choose “My Agency’s Workers..”

My Agency's Workers



4. Your screen should look similar to this:

Users [HR view] New Search Name ▼ Search					
All > Active = true > Department Human Resources Group is (SCRM - Catalog Manager, IT Offboarding - DTI, IT Offboarding - DOT, DHR - Department of Human Resources, DTI - Employees a Administration, Business Case Submitter Group, Project Portfolio Managers, DHR - HR for DOT, ServiceNow Upgrade UAT Admin, System Design Review Submitter Group) > Type != Internal Use					
	Search	!=Internal Use	Search	Search	Search
<input type="checkbox"/>	789789 123123	FTE/CS		789789.123123@delaware.gov	Aaron Massey
<input type="checkbox"/>	A. Townson	FTE/CS	108581	jean.townson@doe.k12.de.us	Catherine Oravez
<input type="checkbox"/>	aaaaa bbbbb	FTE/CS		aaaaa.bbbbb@delaware.gov	Theresa Vander Schel

5. Type in the Search **Name** box the end user you are trying to deactivate. Please note: the search criteria needs to be set to "NAME". This can be changed by using the down arrow if it does not come up automatically.

Search	Name ▼	Terri Littlecrowe
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6. Once you have hit enter after typing the name, your screen should look like below:

Users [HR view] New Search Name ▼ Search					
All > Active = true > Department Human Resources Group is (SCRM - Catalog Manager, IT Offboarding - DTI, IT Offboarding - DOT, DHR - Department of Huma Administration, Business Case Submitter Group, Project Portfolio Managers, DHR - HR for DOT, ServiceNow Upgrade UAT Admin, System Design Review Submitter G					
	Search	!=Internal Use	Search	Search	
<input type="checkbox"/>	Terri Littlecrowe	FTE/CS		Terri.Littlecrowe@delaware.gov	
<input type="checkbox"/>	Terri Moore	FTE/CS	176050	Terri.Moore@delaware.gov	

7. Choose the user again, by clicking on the Name within the search results.

Users [HR view] New Search Name ▼ Search					
All > Active = true > Department Human Resources Group is (SCRM - Catalog Manager, IT Offboarding - DTI, IT Offboarding - DOT, DHR - Department of Huma Administration, Business Case Submitter Group, Project Portfolio Managers, DHR - HR for DOT, ServiceNow Upgrade UAT Admin, System Design Review Submitter G					
	Search	!=Internal Use	Search	Search	
<input type="checkbox"/>	Terri Littlecrowe	FTE/CS		Terri.Littlecrowe@delaware.gov	
<input type="checkbox"/>	Terri Moore	FTE/CS	176050	Terri.Moore@delaware.gov	



8. Once you have clicked on the user, your screen should be similar to the following:

9. Click on the ACTIVE checkbox to remove the check on the upper-right hand side of the screen:

10. Click on the button marked UPDATE on the upper right-hand corner of the screen:

11. Once you have hit the UPDATE button, emails will be sent to all applicable parties to deactivate the end-user's access to all applications.

12. This concludes the deactivation of an end-user.